

MEDLOOP SERVICE PRICING

1. SERVICE OVERVIEW

Medloop provides a scalable pricing model designed to support primary care organisations. Our fees are based on the volume of clinical correspondence processed, ensuring that practices only pay for the services utilised.

2. PRICING TIERS

Tier 1: Medloop Clinical Tool Only * Rate: £0.30 per clinical document.

- **Description:** This tier provides access to our proprietary AI-enhanced coding software. This is an ideal solution for practices with an established in-house administrative team who wish to utilise Medloop's advanced automation, SNOMED CT and ICD-10 guardrails, and QOF identification features to increase internal efficiency and accuracy.

Tier 2: Medloop End-to-End Managed Service) * Rate: £0.50 per clinical document.

- **Description:** A fully managed, "plug-and-play" solution. This tier includes the AI-enhanced tool plus a dedicated team of Medloop's senior clinical coders. We manage the entire workflow—from the initial receipt of correspondence to filing, dual-standard coding (SNOMED CT and ICD-10), and task assignment—removing the administrative burden from your practice staff entirely.

3. INCLUSIVE FEATURES

The following features are included at no additional cost in both pricing tiers:

- **System Integration:** Bi-directional integration with EMIS Web and SystmOne.
- **AI Guardrails:** Automated validation to ensure 100% SNOMED CT and ICD-10 capture and duplicate prevention.
- **Income Optimisation:** Automated flagging of QOF and IIF codes to maximise practice funding.
- **Insurance & Indemnity:** Full coverage under Medloop's Professional Indemnity (£5m), Medical Malpractice (£5m), Cyber Security, and Public Liability insurance policies.
- **SLA Support:** Access to our technical and clinical support teams with a 24-hour weekday and 48-hour weekend response guarantee.

4. IMPLEMENTATION AND ONBOARDING

To ensure a seamless transition and alignment with local Standard Operating Procedures (SOPs), a one-off setup fee applies to all new practice registrations:

- **Standard Practice Setup:** Free of cost.
- **Included Services:** Implementation management, clinical system configuration, and remote staff training.

5. BILLING AND PAYMENT TERMS

- **Frequency:** Invoices are issued monthly in arrears.
- **Payment Terms:** All payments are due within 30 days of the invoice date.
- **Volume Reporting:** Each monthly invoice is accompanied by a transparent "Volume and Accuracy Report," detailing exactly how many documents were processed and filed during the billing period.

6. TERMS OF SERVICE

This pricing is valid for 12 months from the date of agreement. Medloop reserves the right to review pricing annually in line with the Consumer Price Index (CPI).

